Easy multi-site, multi-solution integration with iPECS Cloud

iPECS — Your Communications Solution

| 300–600 Ext. | Corporate | iPECS Cloud | Swan Housing |

Products

System
▪ iPECS Cloud

Terminal
▪ LIP–9000 series

Application
▪ Skype for Business integration
▪ Call reporting (3PP)

Summary

Swan Housing has deployed iPECS Cloud throughout their 20 sites across the UK. As a Winner of 'the Housing Association of the Year 2017 award' and also as one of the UK's leading regeneration housing associations, Swan Housing needed a solution that could handle high call volume, and manage over 430 staffs. With rapid expansion plans, the solution needed to offer flexibility, be cost–effective and, most importantly, be scalable to handle the quickly increasing number of employees, new sites and calls.

The Ericsson–LG Enterprise iPECS Cloud, integrated with Skype for Business has enabled Swan Housing to seamlessly collaborate across teams. The solution provides centralised contact management and has been quickly adopted by all users due to its ease of use.

Challenge

▪ Needed a solution to upgrade the existing ISDN on PBX to deliver a future–proofed solution that could easily manage a high volume of inbound calls.

▪ To ensure key performance indicators and quality customer service targets are met, call reporting and analytics were important to the Swans Housing's success.

▪ Every staff member had skype for business and Swan wanted to use the tool to its full potential through integrating with a telephony system that offered seamless migration of contacts and click to dial.

▪ Moving into a flexible working environment, hot desking across the sites and the ability for staff to work remotely with their presence visible was key to supporting a progressive workplace
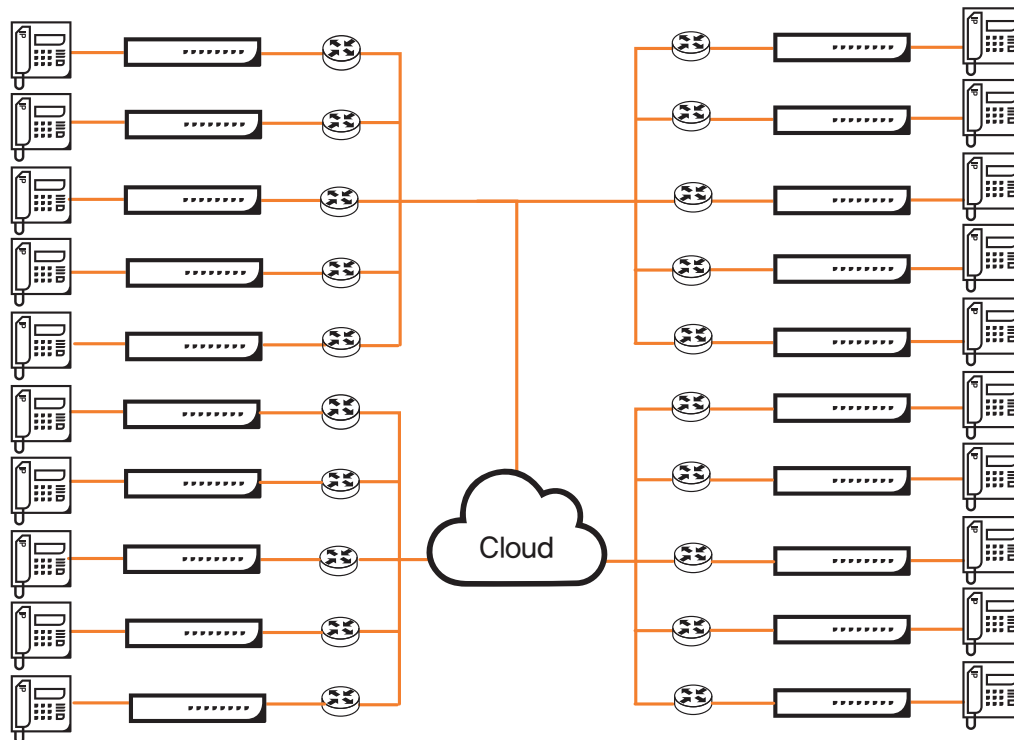
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iPECS
Your Communications Solution

Delivering flexible multi-site communication and reporting

Cloud

Solution

- 20 site solution across the UK
- 430+ iPECS Cloud users – every staff member, at every site are on the cloud platform
- Each individual is using the Ericsson–LG Enterprise iiPECS Cloud solution with Skype for Business integration
- Third party application integration for call analytics and reporting

Benefits

- Implementing iPECS Cloud across all 20 sites means Swan Housing can easily scale the business by adding new users as they continue to push forward with growth targets, all whilst remaining in control of costs and maximising efficiency.

- The Ericsson–LG Enterprise Skype for Business integration has enabled Swan Housing to collaborate across teams, provide centralised contact management. The decision has been quickly made to adopt it, due to its ease of use all whilst delivering call quality through connecting calls via the secure and resilient iPECS Cloud.

- Integrating seamlessly with the iPECS Cloud, a third party call analytics and reporting platform has enabled Swan Housing of visibility of real–time call data and a customisable wallboard to meet their business needs while ensuring the highest level of customer service is delivered.

ERICSSON | LG